

**Amendments to the Specification:**

*Please replace paragraph beginning on page 3, line 7, with the following amended paragraph:*

A client computer 136 with a web browser or equivalent logs onto a wide area network 128 such as the Internet. The web browser pulls down web pages from a web interface 108. These web pages allow buying or leasing a piece of business equipment 112. Copiers, fax machines, printers, scanners or multi-function devices that perform at least two of the forgoing functions are considered business equipment 112 regardless of whether those machines are used at a business. Additionally, the web pages allow interaction with billing and service functions. Some information, such as bills and supply orders, are available from the web interface as well as electronic message formats such as e-mail, instant messaging, **WAP wireless application protocol (WAP)** messaging, etc.

*Please replace paragraph beginning on page 4, line 4, with the following amended paragraph:*

The data capture devices 116 wirelessly communicate via a pager channel to the pager data center 118. Other embodiments of data capture device 116 could use cellular data, satellite, personal communication service, wireless networking, or other wireless data communication technologies to communicate with the operations center 104. This embodiment uses a **Motorola MOTOROLA™** pager module with **SkyTel SKYTEL™** providing nation-wide paging service. Any communication with the pager is carried by the pager data center 118 to and from the operations center 104 using the wide area network 128.

*Please replace paragraph beginning on page 4, line 11, with the following amended paragraph:*

The operations center 104 also wirelessly communicates with wireless application protocol (WAP™) service terminals 124. Each service technician is issued a service terminal 124 that could be any portable device with wireless data communication, for example, a WAP

enabled phone, a pager or a PDA with wireless capability. The WAP data center 112 122 interfaces to the wide area network 128 to convert messages for wireless transport between the network 128 and the WAP service terminal 124.

*Please replace paragraph beginning on page 4, line 24, with the following amended paragraph:*

Referring next to FIG. 2, a block diagram of an embodiment of a data capture device 116 is shown. Information is collected and reported by the data capture device 116 to the operations center 104. Threshold events are loaded in the data capture device 116 from the operations center 104. These threshold events may include requirements resulting from the service contract chosen by the user. Included in the data capture device 116 are a data processor 204, a business machine interface 208, a wireless data link 212, and a service call button 216.

*Please replace paragraph beginning on page 5, line 3, with the following amended paragraph:*

In this embodiment, the wireless data link is a two-way pager module available from **Motorola** **MOTOROLA** <sup>TM</sup>, but any wireless data link could be used. Different modules may be used in different geographic locations as dictated by the wireless data services available. Some embodiments of the data capture device 116 use a modular approach such that the wireless data link 212 is easily interchangeable. Where the data link is limited to messages of a limited size, messages sent by the data processor may span a number of wireless messages.

*Please replace paragraph beginning on page 6, line 27, with the following amended paragraph:*

The messaging function 308 facilitates communication to the wireless data center(s) 120 that communicates with the WAP service terminal 124 and the data capture device 116. Any formatting, translation and/or handshaking are performed to convey the messages to and from the wireless data center 120. The messaging function 308 may support any number of

wireless data centers 120 that are used in various geographic locations. A query to the customer database 323 332 allows determining the type of wireless data center 120 used to communicate with a particular destination.

*Please replace paragraph beginning on page 9, line 18, with the following amended paragraph:*

With reference to FIG. 5A, a flow diagram of an embodiment of a process followed for a pay-by-term service contract without supplies is shown. A pay-by-term service contract allows buying service in advance for a predefined period. This embodiment does not provide for supplies to be included, but other embodiments could provide supplies. The depicted portion of the process takes-up in step 522 where a determination is made by the operations center 102 104 of whether there is a data capture device 116 already installed. The machine database 320 can be queried for this information and the data capture device 116 could be queried for further verification. A data capture device 116 will already be installed because the user is reviewing their contract.

*Please replace paragraph beginning on page 14, line 9, with the following amended paragraph:*

Regardless of how the service call was initiated, a determination of the technician to act on the service call is determined in step 524 624. The technician database is queried to determine the location, availability and skill level of the technicians. In one embodiment, one or more technicians are pre-assigned to a particular machine 112 to ease this process and to provide a technician that may be familiar with the user and office location. The service call information is logged into the machine database 320 in order to have accurate status for the business machine 112.

*Please replace paragraph beginning on page 14, line 16, with the following amended paragraph:*

Once the appropriate technician is located in step 528 628, an electronic message is sent to that technician. The messaging function 308 formulates the message and sends the message through the wide area network 128 and wireless data center 120 to the WAP service terminal 124 of that technician. After reading through the message, the technician calls to the user in step 632, if necessary, for further information. Sometimes the service condition can be solved on the phone and sometimes further information is needed to determine if a part is needed, for example. Any repairs needed are performed in step 536 636. The status of the service call is recorded in the machine database 320 in step 540 640.